How to access Appeals in the Financial Aid Student Portal (FASP)

Please log on to the student “MyNPC” account.

- If the student experiences any issues he or she can contact the NPC Support Center at 928-524-7447

If the student has not logged on to the student MyNPC account, he or she will need to set that up. The link provided below will show the student how to login:

https://prezi.com/view/LgqtuQBI5ctVNNYQ0yAB/

- Log on to MyNPC at: https://mynpc.npc.edu/ics

The student will log on using the same user name and password needed to sign on to an NPC computer or NPC Wi-Fi.

On the Home page the student will scroll down to find the Financial Aid Status section.

Click on the 'View the student financial aid status here' link to go the Financial Aid Student Portal (FASP).

At the next page to the student left will be the heading ‘CampusLogic – Financial Aid Student Portal’. Click on the ‘Financial Aid Student Portal’ link.
Once you click on ‘Financial Aid Student Portal’ – you will be directed to Microsoft online log in page:

You will log in here again to access the Financial Aid Student Portal (FASP).

**Notice** that it does state that ‘If you are a student, please use username@stu.npc.edu not @mail.npc.edu

Your username and password was sent to your personal email when your application was accepted.

If you are unsure of your password visit https://pwreset.npc.edu/ to reset it.

If you continue to experience log in issue please reach out to our Support Center at 928-524-7447.
After the student logs into the FASP the student will click on ‘Manage Requests’.

Once the student clicks on the appeal then the next screen will be ‘Add Request’ and the student will need to write the reason for the request.

Under the heading *Request Type* the student has several appeal task to choose from.

- **SAP Appeal** – request for re-instatement of Title IV financial aid
- **Dependency Appeal** – request to appeal dependency status when the student is not 24 as of the date the FAFSA is completed
- **Family Contribution Appeal** – request to review income or marital status (Separated Marital Status)
- **Student Signed Statement 1** – this option will mainly be assigned by a Financial Aid Specialist

There are two academic years listed for the student to choose from.

Under each academic year there is a ‘+’ sign and the student must click on the ‘+’ under the correct academic year they are applying for an appeal.

Once the student clicks on the appeal then the next screen will be ‘Add Request’ and the student will need to write the reason for the request.

The request heading states the academic year the appeal request is for - **2022 – 2023**.
The student will be asked to write a brief explanation according to the request appeal type and then click the Submit button.

Click on the ‘SAP Appeal’ tile to open up the SAP Appeal task.

Clicking Ok will take the student to the Needs Action page where the student will click on the Appeal document.
Once the task is opened the student will need to complete the **SAP Appeal Web Form**:

After the student clicks on ‘**Open Form**’ the SAP Appeal instructions will appear. The student must read the entire form to make sure the statement provided is for the correct option and that all information requested is provided in the statement.

Once the student finishes typing the statement he or she must make sure to check the box:

- I will provide supporting documentation.
The student will be asked to ‘E-Sign’ the form:

Or the student may choose to download the form to sign.

If the student did not set up an e-sign PIN he or she will be prompted to do so:

Signing the form completes that task.

Now to UPLOAD the documents the student has collected – click on the UPLOAD button:
When the student clicks on the **UPLOAD** button the next screen that opens will be a screen showing all the folders on the student’s computer. The student will need to find the folder with the picture or scanned documents. The student will need to select the document or picture and choose “open”.

The document will **upload** and appear in this box. Click on **USE**.

The next screen will ask if the student wants to **ADD** documents and in the lower right-hand corner there is a **+Add Pages** option.

The student can add as many documents as the student needs. When the student is done adding just click **NO** to go to the next screen.
Now that both tasks have **green checkmarks**—the tasks are complete the student can click on the **SUBMIT** button.

Make sure to open and complete all task.

The SAP Appeal tasks are **checked off** which means the tasks are complete and ready to **FINISH**.

Click on the **FINISH** button to submit the appeal forms and documents.

Now the financial aid staff will see that the student appeal is complete and ready for review at the next SAP Committee Meeting.

**All appeals have the same format and upload options.**
SAP APPEALS

The SAP Committee meets twice a month on Thursday’s and the student can expect a response as to the outcome of their appeal by the following week on Tuesday. SAP Appeal outcomes are emailed to the student’s NPC student email account and the email account the student provided on the FAFSA.

If the SAP Committee rejects an appeal statement or documents the student will be notified via text and email with the reason why and will be given two weeks to complete the SAP Appeal statement or submit documents.

Northland Pioneer College Financial Aid Office SAP Policy link: https://www.npc.edu/satisfactory-academic-progress

NOTE: All SAP Appeals must have a Full Degree Audit (FDA) uploaded as a Supporting Document. Please contact an NPC Academic Adviser for assistance with the Full Degree Audit. Link provided for Academic Adviser: https://www.npc.edu/advising

Family Contribution or Dependency Appeal – aka ‘Special Circumstance’

The student must read the instructions on the form carefully to write a sufficient statement in the form of an essay. These types of appeals ask specific questions to help the Financial Aid Office determine the outcome of the appeal. Requested documents are needed to support the statement the student has written and to assist with the determination of the outcome.

Please call the financial aid office at 928-524-7318 or email at financialaid@npc.edu for assistance. Please provide the following information:

- NPC Student ID number
- the semester the student has a question about
- include a good contact number to call you to respond to if you leave a voicemail or if you send an email

Northland Pioneer College Financial Aid Office is here to help the student succeed in completing an appeal and we look forward to working with the student.