

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/>

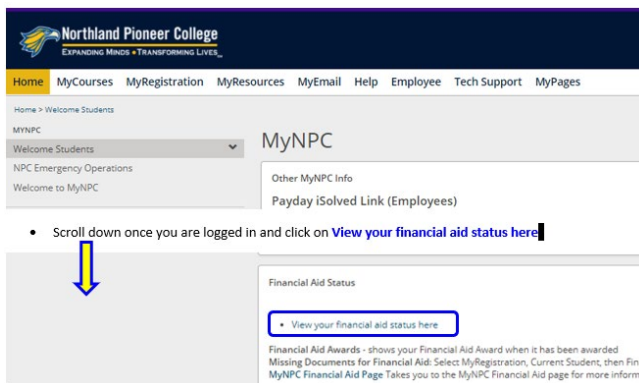
- Log on to MyNPC at: <https://mynpc.npc.edu/ics>



- 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).



CampusLogic - Financial Aid Student Portal

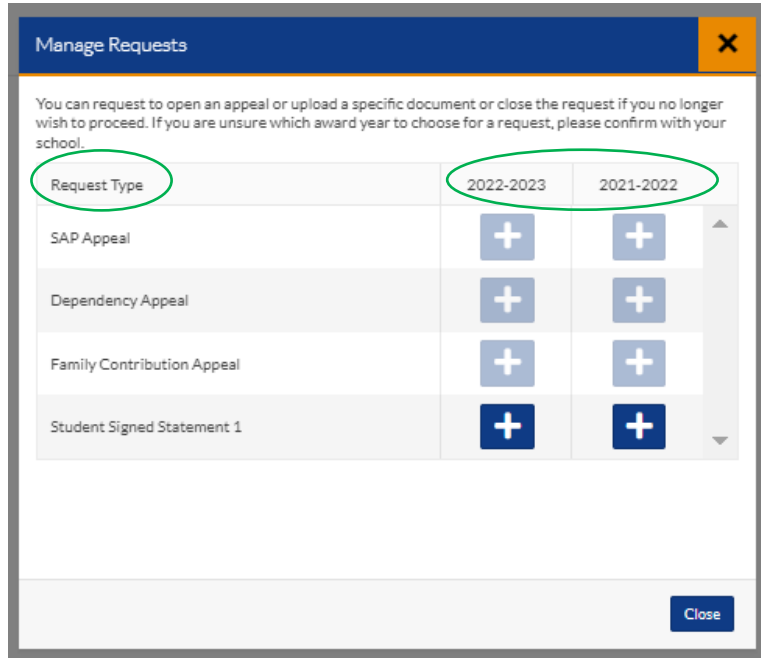
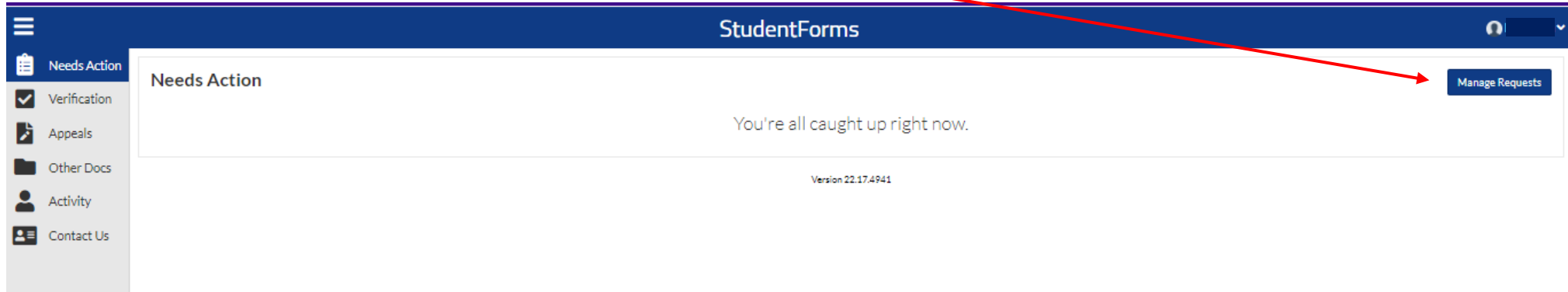
Check your financial aid status by clicking on the “document tracking” link on the left. Upload any required documents to the **Financial Aid Student Portal**.*

*Use the same user name and password needed to sign onto an NPC computer or Wi-Fi.

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.

After the student logs into the FASP the student will click on 'Manage Requests'.



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

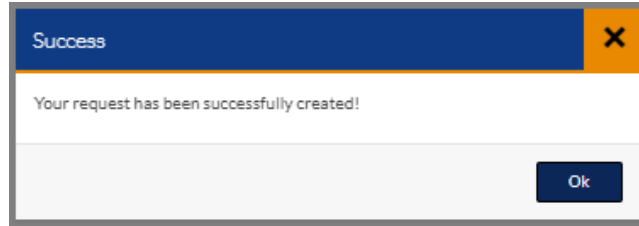
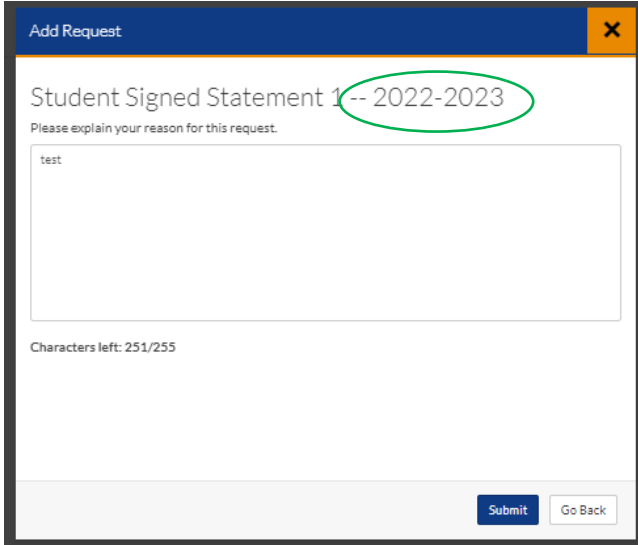
There are two academic years listed for the student to choose from.

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.

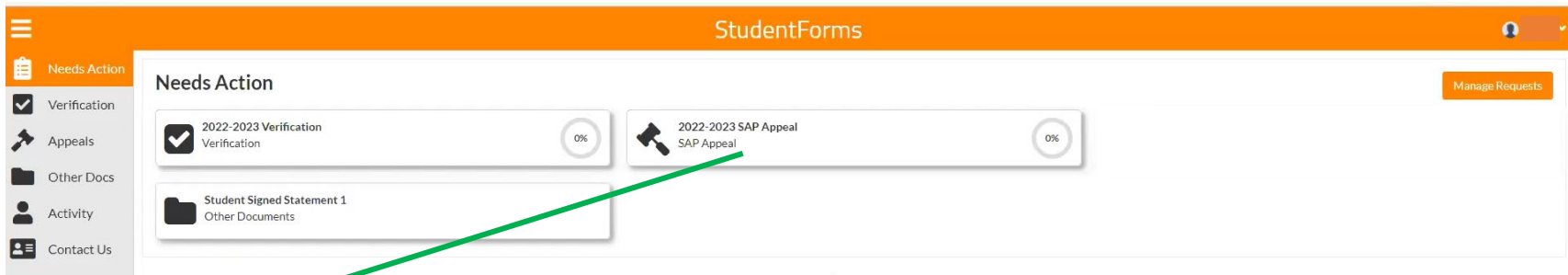
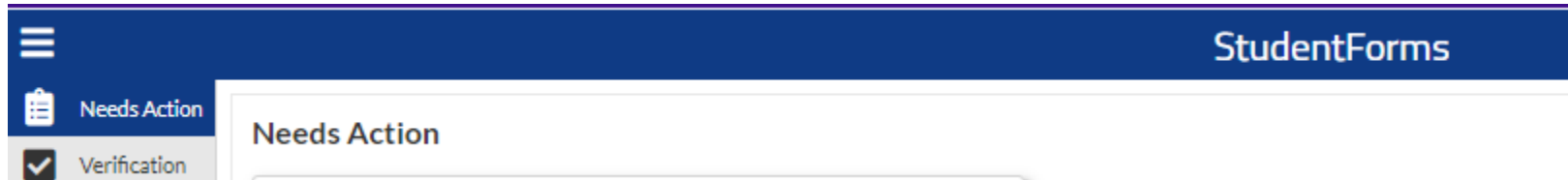
Once the student clicks on the appeal then the next screen will be 'Add Request' and the student will need to write the reason for the request.

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.



Clicking **Ok** will take the student to the **Needs Action** page where the student will click on the Appeal document



Click on the **'SAP Appeal'** tile to open up the SAP Appeal task.

2022 - 2023 SAP Appeal

Your file has been sent to the Office of Financial Aid for review. No further action is required at this time. You may view documents that have been submitted by clicking on the links below.

> SAP Appeal

> Student Certification for SAP Appeal - NPC

Once the task is opened the student the student will need to complete the **SAP Appeal Web Form**:

▼ SAP Appeal

You have been identified as having failed to meet Satisfactory Academic Progress. To continue with your SAP appeal you must complete the SAP Appeal web form. When completing the web form you must provide the following in your signed statement:

- Extenuating circumstances that caused you to fail to meet Satisfactory Academic Progress
- What has changed that will enable you to meet Satisfactory Academic Progress at the next evaluation
- The steps you will take to ensure you continue to meet Satisfactory Academic Progress in the future

SAP Appeal Web Form ⓘ

You may be required to provide supporting documentation of your extenuating circumstances.

Open 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.

2022/2023 Satisfactory Academic Progress Appeal

> Instructions
Demographics
Statement
Review & Sign

← Return to Student Tasks

Instructions

After a review of your current academic transcript, it has been determined that you are not meeting one or more of the standards established in the Satisfactory Academic Progress (SAP) Policy. *MUST have a completed financial aid file in order for your appeal to be considered.*

A. GPA below 2.00 and/or Pace of Progress below 67%

Statement must describe:

- What circumstances beyond your control prevented you from meeting the SAP standards? For example: student's illness or medical issues, family death or emergency, or other extenuating circumstance
- What have you done to resolve the situation?
- What is your plan for success – how will you continue to make sure you meet SAP standards?
- You may include Letters of Recommendation from an Academic Advisor, instructor, or high school guidance counselor
- Documentation must be uploaded to support your statement. (upload as 3rd party documentation)
- Full Degree Audit with Catalog Year and Academic Advisor signature (if emailed directly from the Advisor no signature is required). (upload as 3rd party documentation)

B. Exceeded the 150% Maximum Timeframe or seeking a second-degree program

Statement must describe:

- What circumstances beyond your control prevented you from completing your educational goal in the allotted timeframe? What caused you to go over the credit limit for your degree program?
- What steps have you taken to resolve the issue?
- What degree program are you seeking, how many credits needed to complete the degree program, and what is your current PELL LEU?
- Log on to <https://studentaid.gov/psa-id/sign-in/landing>
- After the student logs in using their FSA ID User Name and Password
- Accept the conditions
- View Details

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:

E-Sign PIN
[Create my E-Sign PIN](#) ?

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:

Manage E-Sign PIN

* I

* Last Name

* Date of Birth

* Social Security Number

You may choose any 5 digit number for your PIN.

* PIN

* Confirm PIN

* Required

Information provided in the fields must match information provided on the Free Application for Federal Student Aid (FAFSA). Please ensure all four pieces of information match to what you provide on the FAFSA. If you have not submitted a FAFSA to your school, please ensure that the information matches the information your school has on file.

Create Cancel

Signing the form completes that task.

Success

You have successfully E-Signed your document, and it has been automatically uploaded into our system.

Based on the answers you provided, you must upload the following documents:

- Supporting Third Party Documentation 1

You will now be redirected back to your current tasks.

OK

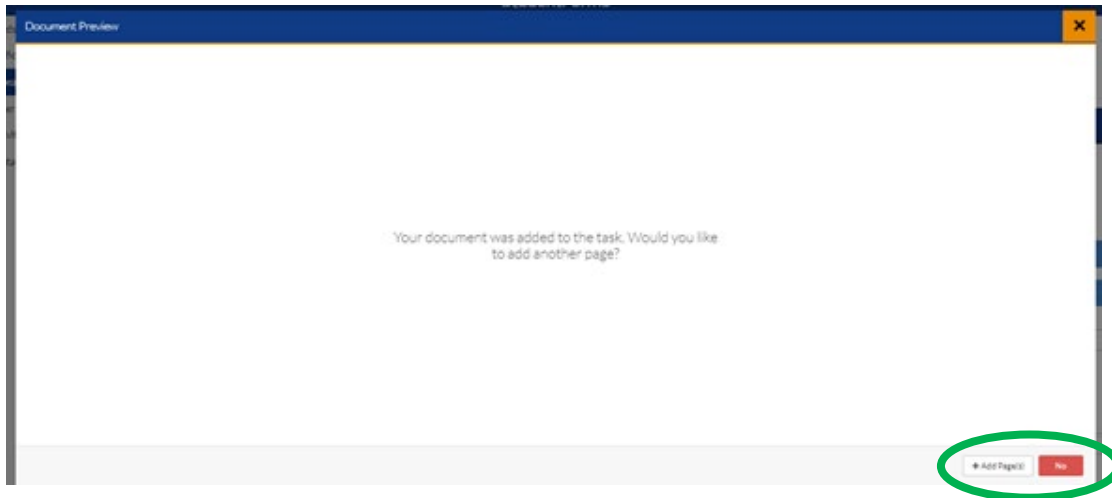
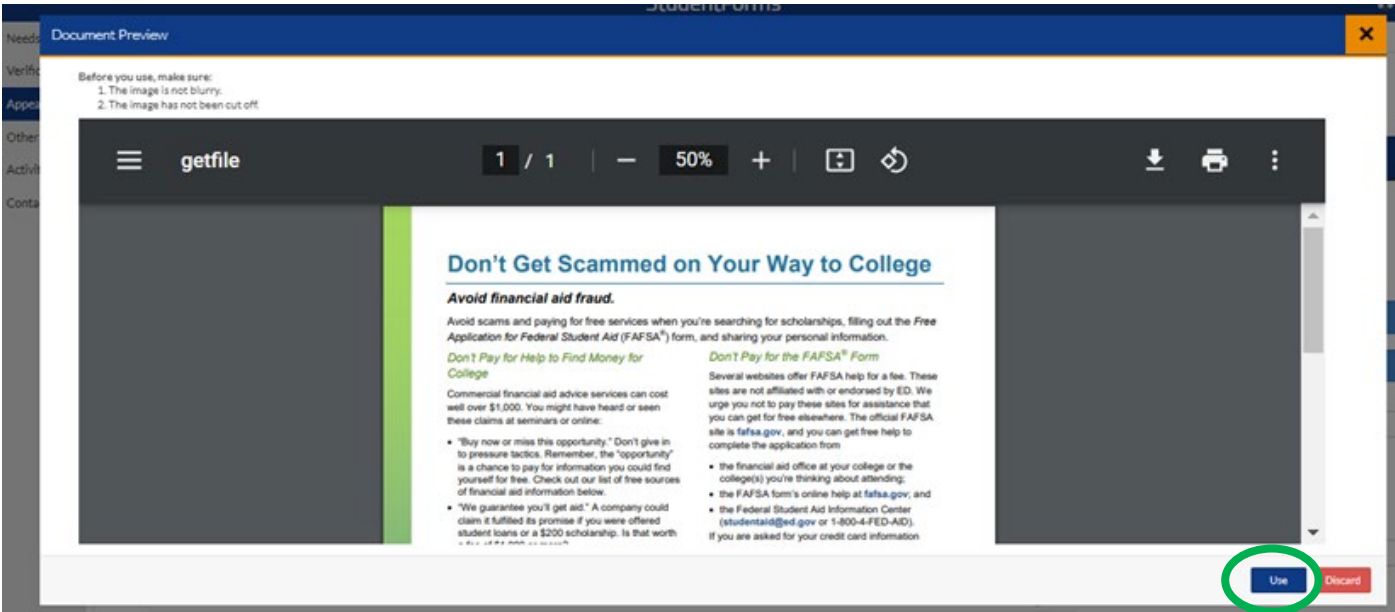
Now to UPLOAD the documents the student has collected – click on the **UPLOAD** button:

Upload Supporting Documentation ?

Upload

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.

The screenshot shows a web interface for an appeal. At the top, a blue bar indicates 'Appeal Status: Open'. Below this, there are two main sections. The first section, 'SAP Appeal Web Form', has a green checkmark in a circle to its left and a 'Fill Out' button to its right. Below it, a table shows a 'download' link for 'SAP Request Form.pdf' with a 'Date Filled Out' of '06/17/2022'. The second section, 'Upload Supporting Documentation', has a green checkmark in a circle to its left and an '+ Add Page(s)' button to its right. Below this, a table shows a 'filename' 'Don't Get Scammed on Your Way to College.pdf' with a 'Date Uploaded' of '06/17/2022'. At the bottom right, a blue 'Submit' button is highlighted with a green arrow pointing to it.

Make sure to open and complete all task.

A dark blue horizontal bar with a white right-pointing chevron icon on the left and the text 'Student Certification for SAP Appeal - NPC' in white.

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

The screenshot shows a summary page for a '2022 - 2023 SAP Appeal'. At the top, it says '2022 - 2023 SAP Appeal' and 'After you click finish you will be prevented from making further changes while your files are being reviewed.' Below this, there are two dark blue horizontal bars. The first bar has a white right-pointing chevron icon on the left and a white checkmark icon on the right. The second bar has a white right-pointing chevron icon on the left and a white checkmark icon on the right. Both checkmarks are circled in green. At the bottom right, a blue 'Finish' button is highlighted with a green arrow pointing to it.

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.

