

Benchmarks for Standards of Service

Our office prides itself on offering efficient and timely services to our students and families. The standards of service goals that follow are guidelines of what you can expect from our staff to ensure timely processing of information received in the office.

Our peak times are during the month of July – August and at the start of each term. Due to the high volume of work volume, peak times can add up to 4 weeks onto processing times. If you have not received a response from the office within the applicable timeframe, please contact us and find out what the delay is.

AWARD NOTIFICATION

- Federal and State Financial Aid
 - April through September- every 10 days
 - September through April- once a week
- Millennium Scholarship
 - June for continuing students.
 - Early August for new students
 - Twice a week during the academic year.

PHONE/ EMAIL MESSAGES

- During the academic year - 1 business day
- During the month of July - August and start of each semester - 1 to 2 business days

RESOURCES AND CHANGE FORM - 5 business days

STAFFORD LOAN ACTIVATION (LAF) - 5-10 business days

VERIFICATION (Peak times May – August)

- Initial review - 10-15 business days
- Corrections- additional 3-5 business days
- Final review and award- an additional - 10 business days

APPEALS

- Satisfactory Academic Progress - 10 business days for initial review
- Independent Status - 5-10 business days for initial review

DISBURSEMENT OF FUNDS TO THE CASHIER

- At the beginning of a semester – ten days prior to the first day of class
- During the semester – every night

AGENCY REQUESTS (BIA, assistance) - 5 business days