



## PROCEDURES

Title	<b>Student Financial Aid</b>
Policy No.	D.2.3
Approval Body	President
Policy Sponsor	Vice President, Academic & Research
Last Revised/Replaces	
Effective Date	July 26, 2016

There is a wide variety of different aid programs that the Financial Aid office oversees. As such, it is not practical to list comprehensive procedures here.

The Financial Aid office will:

1. Provide ongoing advice to students as well as various institutional constituents as required.
2. Request personal information from students who are seeking financial aid. Students are required to provide the Financial Aid with requested information in a timely manner in order to facilitate the determination of financial aid eligibility.
3. Generate reports for the Ministry of Advanced Education, Skills & Training and institutional stakeholders. These reports will meet Ministry guidelines and provide context for institutional decision making related to impact on enrolment studies, student progression and longitudinal studies related to student behavior and success.
4. Maintain an ongoing dialogue with Finance for the purposes of financial reconciliation following generally accepted accounting principles.
5. Provide financial forecasting to both internal and external stakeholders.
6. Enter all associated information within the Banner student information system related to awards, bursaries, grants, loans and scholarships for the purpose of tracking and reporting.
7. Represent VCC in financial aid matters with StudentAid BC as well as with other financial aid offices from other educational institutions.
8. At the discretion of the Financial Aid office, liaise with various institutional stakeholders as required to ensure the delivery of an effective and efficient Financial Aid operation.

### Appeals

9. Students have the right to appeal a decision relating to a College administered award, bursary, grant, loan and scholarship.
10. To submit an appeal, the student should submit a written letter to the Financial Aid Supervisor detailing the reason for their appeal, why they feel they are deserving of reconsideration and submit any supporting documentation related to their appeal. Appeals will be dealt with in a timely fashion and the Financial Aid Supervisor will

provide a written response to any appeal. Appeals will not be heard by the individual who made the initial decision.

11. In the event the appeal deals with a decision made by the Financial Aid Supervisor, the appeal will be forwarded to the Registrar or designate for review.
12. Students are encouraged to seek advice about appeals from VCC employees such as the Arbiter of Student Issues; and/or from the Students' Union of Vancouver Community College (SUVCC) Student Advocate.

**RELATED POLICY**

Refer to D.2.3 Student Financial Aid Policy.