



CITY COLLEGES of CHICAGO

Malcolm X

Education that Works

Frequently Asked Questions

Q: I have not received my award letter, has MXC received my FAFSA?

A: FAFSA's are typically received within 3-5 business days. Please verify that you added MXC school code (**001650**), MXC is your home campus, and that you entered the correct social security number (SSN), name, and date of birth. If this is verified and 3-5 business days have past please email mx-fin-aid@ccc.edu

Q: Have my documents been received?

A: Students can verify their document submission via their student portal (To-Do List). Processing time is up to 10 business days, if after this timeframe the document is not updated please email mx-fin-aid@ccc.edu

Q: I have completed my verification and still have not received my award letter?

A: Once your documents have been verified and completed and no further documentation is needed, you can expect to receive your award letter within 3-5 business days. Please check your CCC email for notification or your student portal under the Financial Aid tab. If it is past this timeframe and you still do not see your award letter, please email mx-fin-aid@ccc.edu.

Q: How do I access my book voucher?

A: If you are eligible, you must first authorize your book voucher through your student portal under the Financial Aid tab. You want to ensure that you select "Yes" then visit the Online Bookstore to purchase your books. If you have any issues using your book voucher please email mx-fin-aid@ccc.edu

- Please refer to the Financial Aid Calendar for the 16-week book voucher deadline.
- If you enroll in our 12-week and/or 8-week semester, you must request a manual book voucher, if eligible, **before** the start of the semester.

Q: I am ineligible to apply for FAFSA, what other options do I have?

A: You can apply for the Star Scholarship, if eligible, by visiting ccc.edu/apply/star. You may review other resources available within CCC by visiting ccc.edu/scholarships. You may also complete The Illinois Alternative Application. For further information and to see if you are eligible for the Illinois Alternative Application please visit studentportal.isac.org

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Q: Why does it show I have a "Balance Due" on my student portal although I am using Financial Aid?

A: As a reminder, your Financial Aid does not disburse to your student account until **after** week 2 of the semester for Federal Grants and week 4 for Federal/Private loans. Therefore, you will continue to see a "Balance Due" on your account. Please refer to your Award Letter to ensure eligibility.

- *FYI- If you enroll in both 16-week and 12-week/8-week classes, your Financial Aid **will not** disburse until **after** the second week of the mini-term start.*

Q: When can I expect my Refund?

A: If eligible, refunds will disburse 7-10 business days after the credit has been applied to your student account. If you have further questions regarding refunds, please email the Office of Business Services at **mx-bo@ccc.edu**.

Q: Will I receive the CARES/HEERF fund?

A: Students who have completed a CARES/HEERF Act application in their student portal and meet Title IV funding eligibility will be awarded on a rolling basis. Applications are processed weekly, emails will be sent once funds are disbursed. If you have further questions regarding your CARES/HEERF application please email **covid19@ccc.edu**.

Q: I have a question regarding my Satisfactory Academic Progress (SAP) appeal status?

A: Any questions regarding your SAP appeal status should be directed to the SAP committee. Please send all inquires to **mx_sap@ccc.edu**

Best Practice- Always review your "To-Do List" as this will outline what documents students are missing, as well as any Holds. Also, when sending any form of communication to the office of Financial Aid, ensure you always include your student ID.

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