

NEW FINANCIAL AID DISBURSEMENT SYSTEM PROCESS

“HIGHERONE”

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IT Problems

OneSupport

1 (866) 663-2228

www.higheronesupport.com

Student Problems

www.peraltacard.com

1 (877) 405-8672

Student Applies for Financial Aid

Financial Aid Supervisors import ISIR's from Department of Education into SAFE

Tom Cluster retrieves ISIR information from SAFE

CARD FILE

Weekly -- Tom Cluster creates files with Financial Aid student information

REFUND FILE

Tom sends Financial Aid Student ID information to IT (Minh/Ram/Gopaal)

Weekly -- Tom Cluster sends Refund File directly to Higher One with Title IV Amounts weekly

IT (Minh/Ram/Gopaal) creates Card File with Name, ID, mailing and email addresses, DOB, Last 4 of SSN, email address and sends to HigherOne

HigherOne disburses funds via students' selection option

HigherOne creates student accounts and mails PeraltaCards to Financial Aid students with ISIR's

Students receive PeraltaCard in the mail and activates by going to www.peraltacard.com and choosing their disbursement preference:

1. Through PeraltaCard
2. Direct Deposit
3. By check

Ram is creating a long term solution to update addresses automatically without having to go through A&R

For incorrect addresses HigherOne creates "reject file"

IT (Minh/Ram/Gopaal) creates corrections file and send to HigherOne

Financial Aid Staff downloads reject file (address errors) from HigherOne

FA Staff will work with file to retrieve correct address information from students and forward to A&R for corrections

A&R will correct students mailing address in PeopleSoft