



# Commonly Asked Student Questions



## 1.) HOW DO I APPLY FOR FINANCIAL AID?

**SCHOOL CODE:**  
**016582**

- Visit <https://studentaid.gov>
- Follow Instructions.
- GPTC School Code: 016582

A student **must complete** the [Free Application for Federal Student Aid \(FAFSA\)](#) to apply for federal and state financial aid, including:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work Study Program (FWSP)
- HOPE Grant
- HOPE Scholarship

## 2.) HOW CAN I SEE WHAT I'VE BEEN AWARDED FOR THE YEAR?

- Log into Banner Web.
- Select Student and Financial Aid.
- Select Financial Aid.
- Select My Award Information.
- Select Award for Aid Year.

## 3.) HOW CAN I SEE MISSING DOCUMENTS NEEDED FOR FINANCIAL AID?

- Log into Banner Web.
- Select Student and Financial Aid.
- Select My Overall Eligibility.
- Select Overall Eligibility.
- Select the current term.
- Select Student requirements.
- Select Holds.
- Select Academic Progress.

## 4.) HOW DO I ACCEPT MY FINANCIAL AID AWARD(S)?

- Log into Banner Web.
- Click on Student and Financial Aid.
- Click on Financial Aid.
- Click on My Award Information.
- Click on Award for Aid year.
- Click on the term and conditions tab and accept the terms.
- Finally, click on the tab Accept Award Offer, and you will see the aid you have been awarded.

## 5.) How to file a SAP appeal and have NOT created a VerifyMYFAFSA account:

1. Gather documentation that support the circumstances that affected your progression.
2. Log into your BANNER Web Account.
3. Click on "Student Services & Financial Aid".
4. Click on 'My Eligibility'.
5. Open a new browser and type: [gptc.verifymyfafsa.com](http://gptc.verifymyfafsa.com).
6. This will take you to your VerifyMyFAFSA account page.
7. Click "Create Account" link.
8. Enter/confirm your student information.
9. Click "Create Account" button.
10. Complete and submit your appeal and upload your mitigating documents.
11. Meet with your advisor to complete the populated Academic Plan (the Academic Plan will only populate once the appeal has been submitted).

### If you already have a GPTC VerifyMyFAFSA account:

1. Gather documentation that support the circumstances that affected your progression.
2. Log into your GPTC VerifyMyFAFSA account at [gptc.verifymyfafsa.com](http://gptc.verifymyfafsa.com).
3. Complete and submit your appeal and upload your mitigating documents.
4. Meet with your advisor to complete the populated Academic Plan (the Academic Plan will only populate once the appeal has been submitted).

### To view SAP Appeal decision in Banner:

1. Log into Banner Web and Select Financial Aid.
2. Select My Overall Status of Financial Aid and then select the Aid Year.
3. Click on the word messages and view the message regarding your SAP Appeal.

## 6.) HOW CAN I RETRIEVE TAX TRANSCRIPTS?

- Go to [www.irs.gov](http://www.irs.gov).
- Under Tools, Select Get a Transcript.
- You may choose to get them online or in the mail.
- Under First Time Users, select Get Started. Indicate if you choose to retrieve online or by mail. You may also request your tax transcript by phone, 1-844-545-5640.



## 7.) HOW DO I REGISTER FOR CLASSES?

- Log into Banner Web.
- Click on Student and Financial Aid.
- Click on Registration.
- Click on Add/Drop Classes.

### Days Column

M - Monday  
T - Tuesday  
W - Wednesday  
R - Thursday  
S - Saturday

### Campus Codes

NOTE THE CAMPUS WHERE THE CLASS MEETS IS INDICATED IN THE CMP COLUMN

1	DeKalb Campus
4	Newton Campus
RC	Rockdale Campus
ECP	E-campus (online)
RCA	Rockdale Career Academy
DCA	Decatur HS
NCCA	Newton Career Academy

## 8.) HOW DO I VIEW MY CLASS SCHEDULE?

- Log into Banner Web.
- Select Student and Financial Aid.
- Select Registration.
- Select Student Detail Schedule.

## 9.) HOW CAN I SEE WHICH HOLDS ARE ON MY ACCOUNT?

- Log into Banner Web.
- Select Student and Financial Aid.
- Select Financial Aid.
- Select My Eligibility.
- Select the current term, student requirements, and then holds.

### Hold Abbreviations

AC - ACADEMIC HOLD	GR - GRADUATE
AD - ADMINISTRATIVE HOLD	LB - LIBRARY FINE HOLD
AM - ADMISSIONS HOLD	OB - OPEN BALANCE
BU - BUSINESS OFFICE HOLD	PA - PARKING FINE HOLD
FA - FINANCIAL AID HOLD	RE - REGISTRAR'S OFFICE
FS - STUDENT FINANCIAL SERVICES	

## 10.) HOW DO I VIEW MY GRADES OR UNOFFICIAL TRANSCRIPT?

- Log into Banner Web.
- Click on Student and Financial Aid.
- Click on Student Records.
- Click on Academic Transcript.
- Select all levels and student advisement copy from the drop down menus. Click submit.

## 11.) HOW CAN I MAKE A SINGLE PAYMENT?

- Log into Banner Web.
- Click on Student and Financial Aid.
- Click on Student Records.
- Click on Account Summary by Term.
- Scroll to the bottom of the page and chose "Pay Online."
- Select the term.
- Key in payment amount.
- Choose pay by credit.
- Enter Payment Information and choose Continue Credit Card Payment.



### Student Refunds

We partner with Bank Mobile for Student refunds. You will receive an email in your GPTC Account with instructions on how to set up your refund. Refunds are issued:

- By transferring funds to an existing bank account
- Paper Check mailed to student
- Student uses Bank Mobile account & card

## 12.) HOW CAN I REQUEST AN OFFICIAL TRANSCRIPT?

- Go to [www.gptc.edu](http://www.gptc.edu).
- Select current students.
- Select Registrar's Office.
- Select Transcript Request.
- Select Official Transcript Request.
- Click Begin Order.

Please enter the information on the order form to request your transcript and click next at the bottom of the page.

The cost to order the transcript is **\$10.00**.

## 13.) HOW CAN I ENROLL IN A PAYMENT PLAN?

Payments are processed on the 20th of each month.

- Go to [www.gptc.edu](http://www.gptc.edu).
- Log in to Banner Web
- Select Payment Plan Option

If you have questions about your agreement or need to make a change to your address, telephone number or account number, please visit [www.mypaymentplan.com](http://www.mypaymentplan.com).



## 14.) HOW CAN I CHECK MY ACCOUNT BALANCE?

- Log into Banner Web.
- Select Student and Financial Aid.
- Select Student Records.
- Select Account Detail by Term.

