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This document serves as a high level and brief overview of how the Financial Aid and Student Financials business processes could impact student accounts; specifically refunds. If the processes are run out of sequence and there is no communication between the offices, a student could be negatively impacted.

Step 1: Financial Aid Disbursement

After Financial Aid runs the FLF Service Indicator process, updates packaging variables and the award authorization process is run, the disbursement process is run.

Step 2: Financial Aid - Assign Refund Hold Service Indicators

After Financial Aid runs the disbursement process, and prior to Student Financials running Group Post, Financial Aid will assign the F03 (NO REFUND) holds for Dropped classes or Zero Enrollment review.

Refund Hold Query Selection Criteria

CTC_SF_FA_F03_DROP_ADD_SI; used to assign F03 service indicators for students who have:

- **An Academic Load of less than Full Time**
- **A credit balance in Student Financials**

NOTE: The F03 service indicator must be put on to hold FA refunds for students that drop during the refund period and must be run before Group Posting of FA Disbursements

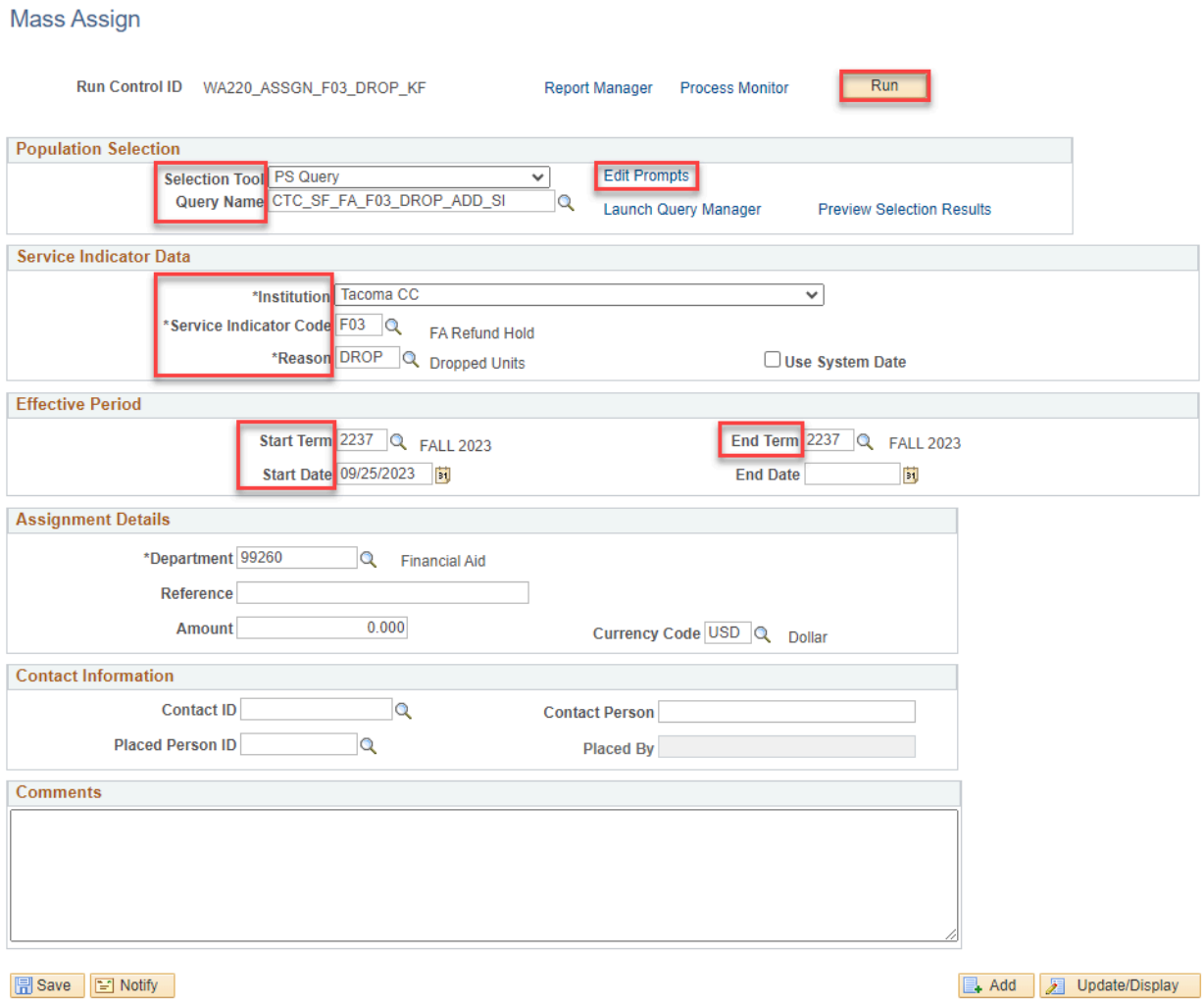
Also Note: The timing of when the F03 is assigned is important to note; F03s will be assigned to students who are less than full time, but students may add classes to their schedule after the F03 is assigned—and thusly may not appear to have needed the F03. It is recommended you do a review of all your students who are assigned the F03.

Mass Assign F03 for Partial Enrollment Drops Service Indicator

Navigation	Description
Campus Community > Service Indicators (Student) > Mass Assign	Assign a specific service indicator to group of students in batch

1. **Enter New or use existing Run Control ID**
2. **Choose PS Query from the Selection Tool dropdown menu**
3. **Choose CTC_SF_FA_F03_DROP_ADD_SI query from the Query Name field**
4. **Select Edit Prompts and populate the fields and select ok**

   a. **NOTE: Edit prompts will need to be changed every term**
5. **Under Service Indicator Data section, populate the following fields:**
   a. **Institution**
   b. **Service Indicator Code = F03 (FA Refund Hold)**
   c. **Reason = DROP (Dropped Units)**
6. **Under the Effective Period section, enter the desired terms in the Start Term and End Term fields**
7. **In the Start Date field, enter your desired start date for assigning this service indicator**
8. **Select Run**



Note: A Mass Release can be run at the discretion of the institution

Step 3: Student Financials - Runs Group Post for FA Disbursements

For steps on Group Posting process: Reference QRG for the Group Post for FA Disbursements:

- 9.2 Post Group Transactions (Posting) | 9.2 SF - Refunds | ctcLink Reference Center

Step 4: Student Financials - Mass Assign B03 Service Indicator

Refund Hold Query Selection Criteria

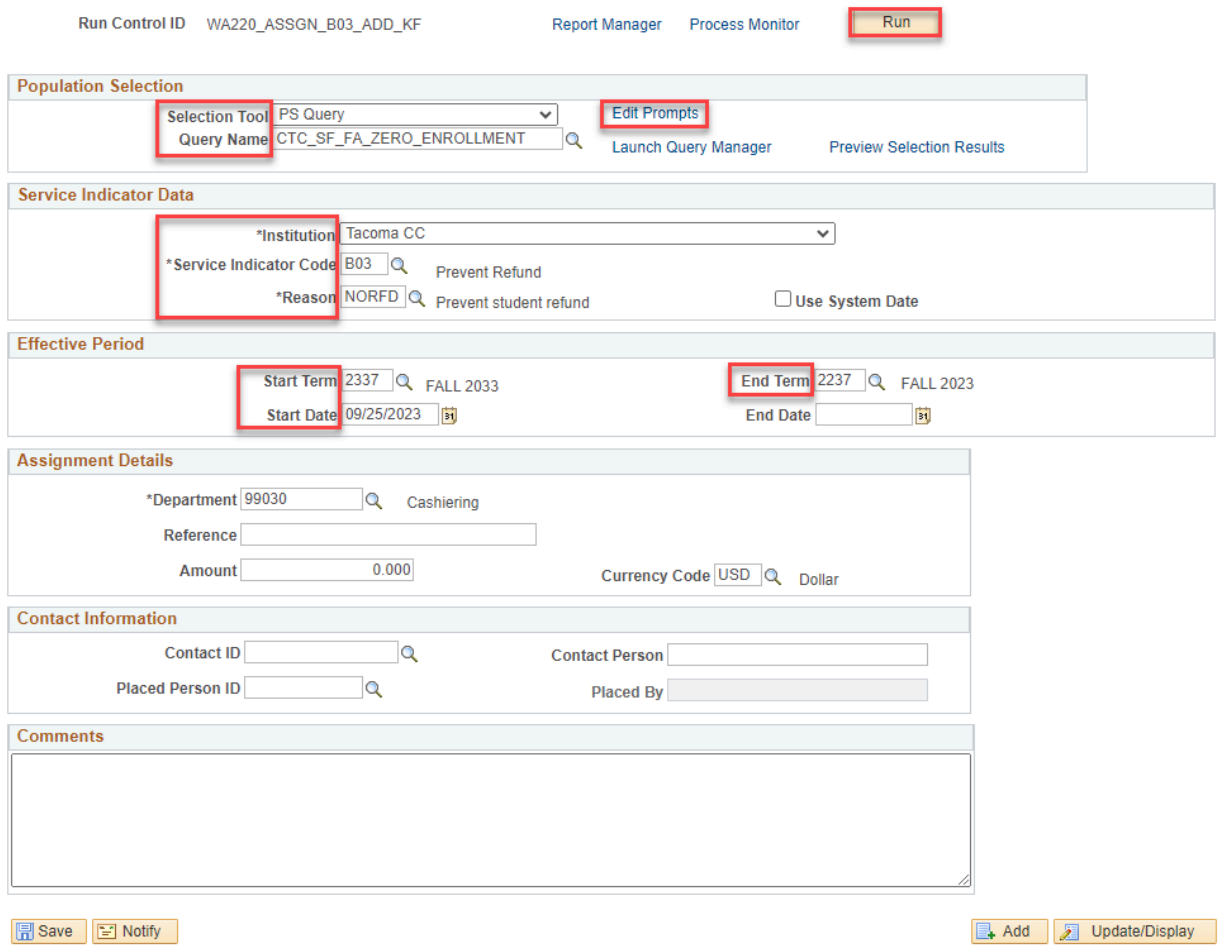
CTC_SF_FA_ZERO_ENROLLMENT; used to assign B03 service indicator for students who have:

- ***Fully dropped*** **or withdrawn from classes for the prompted term**
- **Looks for any item type that starts with a 9**
- **The SF item type setup with the refundable check box is selected**

Mass Assign B03 for Fully Withdrawn FA Students

Navigation	Description
Campus Community > Service Indicators (Student) > Mass Assign	Assign a specific service indicator to group of students in batch

1. **Enter New or use existing Run Control ID**
2. **Choose PS Query from the Selection Tool dropdown menu**
3. **Choose CTC_SF_FA_ZERO_ENROLLMENT query from the Query Name field**
4. **Select Edit Prompts and populate the fields and select ok**
    a. **NOTE: Edit prompts will need to be changed every term**
5. **Under Service Indicator Data section, populate the following fields:**
    a. **Institution**
    b. **Service Indicator Code = B03 (Prevent Refund)**
    c. **Reason = NORFD (Prevent student refund)**
6. **Under the Effective Period section, enter the desired terms in the Start Term and End Term fields**
7. **In the Start Date field, enter your desired start date for assigning this service indicator**
8. **Select Run**



Step 5: Student Financials - Run FA Refund process

For steps on SF (FA) Refund process: Reference QRGs below:

- 9.2 AP Refund Interface (ctclink.us) (Checks only)
- 9.2 Processing Batch Refunds (ctclink.us) (Bank Mobile)

Financial Aid staff will then run **QCS_CC_SRVC_IND_DA** in query viewer or schedule query to review all students with an F03/DROP or a B03/NORFD

Tip: Sort and filter query by the date the service indicator was assigned, and work from most recently assigned, and adjust aid as necessary. Release the service indicator either manually as you go, or in batch, once all service indicators have been reviewed.