
FINANCIAL AID SELF SERVICE GUIDE

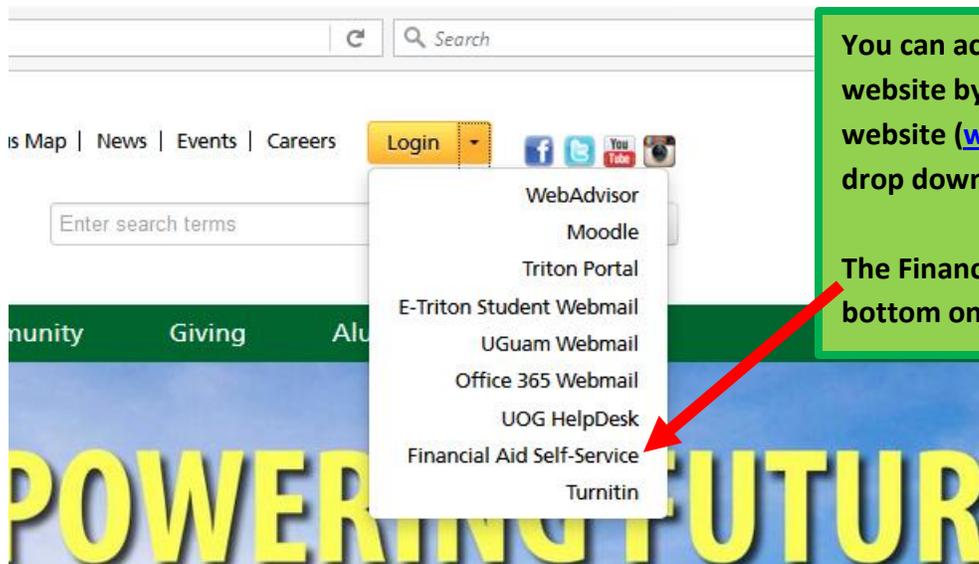
About Self-Service and Financial Aid

The Financial Aid Office at the University of Guam utilizes Self-Service to provide students with secure system to manage their student Financial Aid accounts online.

Begin by logging on to Self-Service > Financial Aid to:

- View current information about your financial aid
- View and accept your award
- Satisfy requests for missing information
- View and accept your Award Letter
- Financial Aid related account holds
- Information about a your academic progress (impacts financial aid eligibility)

Log into your Self Service Account using your WebAdvisor login and password:



You can access the Financial Aid Self Service website by going to the University of Guam website (www.uog.edu) and clicking on the drop down menu at the "Login" button.

The Financial Aid Self Service is 2nd from the bottom on the drop down menu.

Or you can click on the link below:

<https://selfservice.uog.edu/Student/Account/Login>

Sign in

Enter your user name and password to sign in.

When you log into Self Service, you will see the below home. Click on **FINANCIAL AID** to get started.

Hello, [Name]. Welcome to Colleague Self-Service!
Choose a category to get started.

 Student Finance Here you can view your latest statement and make a payment online.	 Financial Aid Here you can access financial aid data, forms, etc.
 Student Planning Here you can search for courses, plan your terms, and schedule & register your course sections.	 Graduation Here you can apply for graduation.



Checklist

Completed	Submit a Free Application for Federal Student Aid (FAFSA)
Completed	Complete required documents
In-Progress	Your application is being reviewed by the Financial Aid Office
Not Available	Review and accept your Financial Aid Award Package
Not Available	Complete Direct Loan Entrance Counseling

Resources

Helpful Links

- [PROFILE Application](#)
- [FAFSA Application](#)
- [Entrance Counseling](#)
- [Master Promissory Note](#)
- [PLUS Loan Application](#)
- [NSLDS Information](#)
- [FAFSA4Caster](#)

Under Financial Aid, there are eight drop down screens:

- **Financial Aid Home**, as seen here, features your checklist and helpful resource links. (see pages 3 to 7)
- **Required Documents** brings you directly to the forms that our office is requesting. (see page 8)
- **My Awards** gives you the status of your current aid. (see page 9)
- The **Request a New Loan** screen is where you can request for a new loan or increase your loan amount, you can also review submitted loan requests. (see page 10)
- The **Award Letter** screen shows our financial aid package for the academic year. (see page 11)
- **Federal Shopping Sheet** screen is where you can review your financial aid data. (see page 12)
- **Correspondence**. (see page 13)
- **Satisfactory Academic Progress** screen is where you can view your Satisfactory Academic Progress for an evaluation period. (see page 13)

The main screens that you will most likely always be viewing are:

1. Financial Aid Home (pages 3 to 7)
2. Required Documents (page 8)
3. My Awards (page 9)
4. Award Letter (page 11)
5. Satisfactory Academic Progress (page 13)

Let's take a look at each of the eight drop down screens:

1. Financial Aid Home
2. Required Documents
3. My Awards
4. Award Letter
5. Federal Shopping Sheet
6. Correspondence Option
7. Satisfactory Academic Progress

Financial Aid Home Screen

The status window located on the upper left in the Financial Aid Home screen will explain which stage in the financial aid process you are at.

Here are some examples that you may encounter.



Financial Aid Application Being Reviewed

Currently your financial aid application is being evaluated by the Financial Aid office to determine if you are eligible to receive any financial aid awards. You will receive a notification once this evaluation has been completed.



Your Financial Aid Package is now ready!

Your financial aid award package is now ready for your review and acceptance.

Review and accept your Financial Aid Award Package

FINANCIAL AID HOME SCREEN:

Home Financial Information Financial Aid Financial Aid Home

Welcome to Financial Aid!

Use Colleague Self-Service Financial Aid to assist in managing your Financial Aid package from submission to completion.

Select an Award Year: 2016-2017 Academic Year

✔ Your most recent [Satisfactory Academic Progress \(SAP\) evaluation](#) has a(n) SATISFACTORY PROGRESS status. Please contact your Financial Aid Counselor if you need further assistance.

Financial Aid Application Being Reviewed

Currently your financial aid application is being evaluated by the Financial Aid office to determine if you are eligible to receive any financial aid awards. You will receive a notification once this evaluation has been completed.

Average Aid Package

This chart represents the average financial aid award package that students receive at University of Guam. Depending on a number of factors, your aid package may be different.

- \$12,500.00 in Loans
- \$10,000.00 in Scholarships
- \$5,775.00 in Grants

Checklist

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Not Available	Sign a Direct Loan Master Promissory Note
Not Available	Review and sign your Financial Aid Award Letter

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- [NSLDS Information](#)

Loan History

University of Guam	\$1
Total Loan Amount:	\$13,500

Financial Aid Counselor

Financial Aid Office [8717352288](tel:8717352288)

The checklist on the Financial Aid home screen provides you with details of items needed, actions to be taken, and it also shows you what documents have been completed.

FINANCIAL AID HOME SCREEN:

Home Financial Information Financial Aid Financial Aid Home

Welcome to Financial Aid!

Use Colleague Self-Service Financial Aid to assist in managing your Financial Aid package from submission to completion.

Select an Award Year: 2016-2017 Academic Year [Contact Financial Aid Office](#)

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✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office
⚠ Action Needed	Review and accept your Financial Aid Award Package
✓ Completed	Complete Direct Loan Entrance Counseling
✓ Completed	Sign a Direct Loan Master Promissory Note Your MPN Expires on 10/25/2023
⚠ Action Needed	Review and sign your Financial Aid Award Letter

Resources

Helpful Links

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- [NSLDS Information](#)
- [FAFSA4Caster](#)

Loan History

University of Guam	\$13,500
Total Loan Amount:	\$13,500

Financial Aid Counselor

Financial Aid Office	6717352288	Contact Financial Aid Office
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The home screen will also show you when your file has been completed and when you will need to review your awards. If you wish to accept your Federal loans, you must complete the Entrance Counseling and sign your Master Promissory Note.

FINANCIAL AID HOME SCREEN:

Home Financial Information Financial Aid Financial Aid Home

Welcome to Financial Aid!

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- [FAFSA4Caster](#)

Loan History

University of Guam	\$13,500
Total Loan Amount:	\$13,500

Financial Aid Counselor

Financial Aid Office	6717362288	Contact Financial Aid Office
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The financial aid home screen allows you to access important financial aid resources by clicking on the provided links.

REQUIRED DOCUMENTS SCREEN:

Home > Financial Information > Financial Aid > Required Documents

Required Financial Aid Documents

Be sure to submit ALL required documents before their due date to make sure your Financial Aid package is not delayed.

Select an Award Year: 2016-2017 Academic Year

Complete	
 Waived 04/26/2016	Electronic Mpn You indicated on your Student Information Form that you wanted a Direct Loan, please complete and submit the 1st page of your Master Promissory Note into the Financial Aid Office. Federal Direct Loan Entrance Counseling & MPN Procedures
 Received 04/26/2016	FAO Information Sheets Our office has received your Student Aid Report (SAR), please complete and submit the Student Information Form. Student Information Form
 Waived 04/26/2016	Entrance Counseling You indicated on your Student Information Form that you wanted a Direct Loan, please complete and submit the confirmation that you have completed the Entrance Counseling. Federal Direct Loans Entrance Counseling & MPN Procedures
 Received 04/25/2016	2016-17 ISIR on File
 Received 04/07/2016	2016-17 ISIR on File

This example shows a file in progress. Once you have submitted your requested documents, your checklist will reflect a green check mark to indicate received.

For incomplete documents, the checklist will remain yellow. To access the documents needed please click on the link provided.

A link to each document requested is provided. Click on the link and it will open up either the form required or the instructions for the Entrance Counseling and the Master Promissory Note.

MY AWARDS SCREEN:

Home > Financial Information > Financial Aid > My Awards

My Awards

You can accept or decline awards, and update your loan amounts.

Select an Award Year: 2016-2017 Academic Year [Contact Financial Aid Office](#)

✓ Your most recent [Satisfactory Academic Progress \(SAP\) evaluation](#) has a(n) SATISFACTORY PROGRESS status. Please contact your Financial Aid Counselor if you need further assistance.

You have the following Awards

Your award package assumes you will be enrolled full-time. If you enroll less than full-time, the financial aid you actually receive may be less than what is stated here. Please contact your Financial Aid counselor if you have questions about your enrollment status.

Award	Status	Total Awarded Amount
PELL GRANT	PENDING-FUND/DOCUMENT	\$5,815.00
Award Total		
Award	Total Awarded Amount	
Total Awards	\$5,815.00	

100% Scholarships and Grants
Money you don't have to pay back

Accept or Decline

This is where you can accept or decline your Financial Aid awards.

When you click the arrow, you will see the award breakdown (see below).

Home > Financial Information > Financial Aid > My Awards

My Awards

You can accept or decline awards, and update your loan amounts.

Select an Award Year: 2016-2017 Academic Year

✓ Your most recent [Satisfactory Academic Progress \(SAP\) evaluation](#) has a(n) SATISFACTORY PROGRESS status. Please contact your Financial Aid Counselor if you need further assistance.

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Award	Status	Total Awarded Amount
PELL GRANT	PENDING-FUND/DOCUMENT	\$5,815.00

100% Scholarships and Grants
Money you don't have to pay back

Close

Check the terms you will be attending.

<input checked="" type="checkbox"/> 2016 FALL	\$2,908.00
<input checked="" type="checkbox"/> 2017 SPRING	\$2,907.00
Total	\$5,815.00

Reset PELL GRANT

Decline Accept

Award Total

Award	Total Awarded Amount
Total Awards	\$5,815.00

Close

This allows you to accept or decline any awards that are still Pending. Please review your awards package before accepting.

NOTE:

After ACCEPTING your awards on My Awards, it may show that the awards are either:

- Pending
- Needs to be verified
- Hold
- Being reviewed by FA

This is okay. The software developer is currently working on the problem. It will show in the Financial Aid Colleague System that you have accepted your awards and it will be forwarded down to Business Office within the next 2 business days for processing.

If you are not able to accept or decline your awards because it says that "Your application is being reviewed by the Financial Aid Office" and there is nothing showing in MY AWARDS, please email faid@trition.uog.edu.

REQUEST A NEW LOAN SCREEN:

[Home](#) > [Financial Information](#) > [Financial Aid](#) > Request a New Loan

Request a New Loan

You can request a new loan and review submitted loan requests.

Select an Award Year: 2016-2017 Academic Year

Enter Loan Select Periods Review & Submit

Enter the Requested Amount

Request **\$7,571.00** in loans
This is based on the current information we have on file.

Estimated Cost of Attendance	\$13,386.00
Potential Financial Aid	— \$5,815.00
Remaining Cost	= \$7,571.00

Request other amount:
\$

Next

This is where you can request for a new loan or an additional loan. Once you submit this request it will be forwarded to a Financial Aid Office Advisor. Once your request has been reviewed, you will receive an email from the Financial Aid Office to ACCEPT your award in Self Service.

AWARD LETTER SCREEN:



UNIVERSITY OF GUAM
UOG STATION
MANGILAO, GU 96923
6717352288

Date: 8/17/2016
Student ID:
Award Year: 2016-2017 Academic Year

Dear

Welcome to the University of Guam and the Triton Family. We recognize that financing your college education is fundamental to your success at the University of Guam. To assist you in funding your education, we are pleased to offer you the following financial aid for the reference academic year. These amounts are based on your Estimated Family Contribution or EFC as a result of filling out the FAFSA. The Pell Grant and the Direct Loan is funded from the Federal Government.

Budget: \$13,386 EFC: \$0 Need: \$13,386 Housing: With Parent

Award	Totals	Fall	Spring
PELL GRANT			
PELL GRANT	\$5,815.00	\$2,908.00	\$2,907.00
Total	\$5,815.00	\$2,908.00	\$2,907.00

Please note that this financial aid award letter is based on your full-time enrollment (12 or more credit hours per semester) at UOG. The final financial aid award will be based on your enrolled credits at the end of the drop/add period each semester or at the time of disbursement and a further review of your eligibility by the Financial Aid Office Staff. To apply for a federal loan, you must obtain the loan application form, follow the instruction to complete the online promissory note and entrance counseling, and enroll for at least six (6) credits each semester. Please note that all federal loans must be repaid and there is no service credit. You do not need to respond to this letter to accept the Federal Pell Grant. You are responsible for paying any charges that will not be paid by financial aid. All awards are contingent upon the University's receipt of federal and local funds. We hope you have a great and successful academic year. Please feel free to contact the financial aid office at 735-2287/88 or e-mail at finaid@triton.uog.edu for assistance or you can visit our office on the 1st floor of the University of Guam Fieldhouse.

You must accept or decline all your awards before accepting your award letter.

You do not have to sign your award letter.

SHOPPING SHEET SCREEN:

Federal Shopping Sheet
View your federal financial aid data.

Select an Award Year: **2016-2017 Academic Year** Contact Financial Aid Office

UNIVERSITY OF GUAM
MS. MANANOHUA S. DEGUAN, 8172816

Costs in the 2016-17 year

Estimated Cost of Attendance	\$13,398 /yr
Tuition and fees	\$ 5,375
Housing and meals	2,700
Books and supplies	1,250
Transportation	1,435
Other education costs	1,500

Grants and scholarships to pay for college

Total Grants and Scholarships (Gift aid no repayment needed)	\$5,815 /yr
Grants and scholarships from your school	N/A
Federal Pell Grant	5,815
Grants from your state	N/A
Other scholarships you can use	N/A

What will you pay for college

Net Costs (Cost of attendance minus total grants and scholarships)	\$7,573 /yr
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Options to pay net costs

Work options

Work-Study (Federal, state, or institutional).....\$ N/A

Loan Options*

Federal Perkins Loan	\$ 0
Federal Direct Subsidized Loan	0
Federal Direct Unsubsidized Loan	0

*Recommended amounts shown here. You may be eligible for a different amount. Contact your financial aid office.

Other options

Family Contribution (As calculated by the institution using information reported on the FAFSA or to your institution.) \$0 /yr

- Payment plan offered by the institution
- Military and/or National Service benefits
- Parent or Graduate PLUS Loans
- Non-Federal private education loan
- American Opportunity Tax Credit*

*Parents or students may qualify to receive up to \$2,500 by claiming the American Opportunity Tax Credit on their tax return during the following calendar year.

Graduation Rate
Percentage of full-time students who graduate within 6 years

23.0%

Low Medium High

Loan Default Rate
Percentage of borrowers entering repayment and defaulting on their loan

4.5% **11.2%**

This Institution National

Median Borrowing
This information is not available for this institution. Please contact the institution if you have questions about how much students typically borrow in Federal loans for their undergraduate study.

Repaying your loans
To learn about loan repayment choices and work out your Federal Loan monthly payments, go to: <http://studentaid.gov/repay-loans/understand-plans>

For more information, visit:
www.univguam.edu
Financial Aid Office
100 STATION
MANGILAO, GU 96923
81725225
finaid@univguam.edu

Glossary

Cost of Attendance (COA):
The total amount (not including grants and scholarships) that it will cost you to attend college. Federal loans, listed from most advantageous to least advantageous: Unsubsidized Loans, and Direct PLUS Loans. You can find more information at www.finaid.org.

Total Grants and Scholarships:
Student aid funds that do not have to be repaid. Grants are often need-based to pay back part or all of a grant if, for example, you withdraw from school before the end of the year.

Net Costs:
An estimate of the actual costs that you or your family will need to pay during school. Net costs are determined by taking the institution's cost of attendance minus the total amount of grants and scholarships you are eligible to receive.

Work-Study:
A federal student aid program that provides part-time employment while you are in school.

Loans:
Borrowed money that must be repaid with interest. Loans from the federal government: Federal loans, listed from most advantageous to least advantageous: Unsubsidized Loans, and Direct PLUS Loans. You can find more information at www.finaid.org.

Family Contribution (also referred to as Expected Family Contribution):
A number used by a school to calculate how much financial aid you are eligible for. It is based on your Free Application for Federal Student Aid (FAFSA). It is not the amount of federal student aid you will receive. The family contribution is reported to you on your FAFSA.

Graduation Rate:
The percentage of students who graduate from an institution. This shows all seeking students and completed their degree or certificate within 150 percent of the published length of the program. The graduation rate is the percentage of students who completed the program within six years.

Loan Default Rate:
The percentage of student borrowers – undergraduate and graduate – who have defaulted on their federal student loans. A low loan default rate could mean that the institution's students are repaying their loans.

Median Borrowing:
The amount in federal loans the typical undergraduate student takes out at a particular institution. It also indicates the monthly payments that an average student would pay on that amount using a 10-year repayment plan.

The Financial Aid Shopping Sheet is a consumer tool that is designed to simplify information that prospective students receive about costs and financial aid so that they can make informed decisions about with postsecondary institution to attend.

CORRESPONDENCE OPTION SCREEN:

Home > Financial Information > Financial Aid > Correspondence Option

Correspondence Option

You can choose to receive hard copies of your Financial Aid correspondence.

By selecting this option, I am explicitly choosing to receive paper copies of my Financial Aid correspondence in addition to the electronic copies I currently receive. By not selecting this option, I understand that I will only receive electronic copies of my Financial Aid correspondence.

This option will allow you to receive your Financial Aid Correspondence through the mail. This can take 2-3 business days depending on your mailing address. Currently you are receiving the paperless format which is immediate access.

SATISFACTORY ACADEMIC PROGRESS SCREEN:

Home > Financial Information > Financial Aid > Satisfactory Academic Progress

Satisfactory Academic Progress

You can view your Satisfactory Academic Progress for an evaluation period.

You are currently making satisfactory academic progress. Please contact your Financial Aid Counselor if you need further assistance.

Contact
[Contact Financial Aid Office](#)

SAP Status	Date Reviewed: 7/28/2016	SAP Details	
Evaluation Period:	16/SP - 16/SP	∨ Total Credit for your Major	186.00
Program:	BACHELOR OF ARTS - ELEMENTARY EDUCATION	∨ Credits Attempted for the Term	14.00
SAP Status:	<input checked="" type="checkbox"/> SATISFACTORY PROGRESS	∨ Credits Completed for the Term	11.00
∨ <i>What does SATISFACTORY PROGRESS Academic Progress mean?</i>		∨ Completion Rate	78.57%
		∨ Cumulative Credits Attempted	32.00
		∨ Cumulative GPA	3.679

Financial Aid Counselor

Financial Aid Office [6717352288](tel:6717352288)
[Contact Financial Aid Office](#)

This is an overview of your progress through your program.

You can click on the arrows and view the explanation for each part of your SAP.