Student Financial Planning

Financial Aid
Self Service Manual for Students

Log into Self Service

- http://selfservice.coker.edu/
- Use the same username and password used to log into WebAdvisor.
- If the above address doesn't work try https://selfservice.coker.edu:8443/Student/
- If you have problems logging in, email support@coker.edu.

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Welcome to the Financial Aid "Home" page

- You will be carried to the "Welcome to Financial Aid!" "HOME" page.

- Click on "Financial Aid".

- It may take a few seconds for the main financial aid page to load.

- The financial aid "Checklist" page will load. Items that will show on this page may be as listed below.
  - Financial Aid Satisfactory Academic Progress info
  - Average Aid Package info

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Welcome to the Financial Aid "Home" page

– Financial Aid Satisfactory Academic Progress info

– Average Aid Package info

– Checklist of items needed to complete your financial aid package

– Loan history

– Pell Lifetime Eligibility history

– Your assigned Financial Aid Counselor

– Resources such as "Form Links" and "Helpful Links".

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Welcome to the Financial Aid "Home" page

- "Select an Award Year", Fall 2019 and Spring 2020.
- At the top of the page click on the grayed tab labeled "Financial Aid". A drop-down list will appear.
  - "Home", this is the first page you see when logging into Financial Aid Self Service.
  - "Required Documents", is a list of documents needed and documents we have received from you.

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Required Documents

- The "Required Documents" lists documents needed by the student and/or parent.

- Click on the underlined document to be carried to the document to print, complete, and turn in to the Student Financial Planning Office.

- Complete all documents in black ink.

- Remove sensitive personal identifiable information such as Social Security Numbers and birthdates before faxing or emailing documents.

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"My Awards" and "Award Letter"

– "My Awards", a listing of your awards for the 2019 - 2020 academic year. If you have not been packaged then the screen will state "Your Financial Aid Award Package is not ready to be viewed yet."

– "Award Letter", if you have been packaged, you will be able to view your award letter—unless we are missing documents to complete your financial aid file. If you have not been packaged then the screen will state "Your award letter is not available at this time."

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Printing your Award Letter

- Select "Award Letter" from the drop down menu.

- "Select an Award year" 'Fall 2019 and Spring 2020'.

- Look under "Fall 2019 and Spring 2020" and you will see <u>Award Letter</u>.

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Printing your Award letter

- Click on Award Letter and Self Service will generate another pop-up page with a printable copy of your Award Letter.
- Click on the "Ctrl" and "P" buttons at the same time on your keyboard and a print screen will pop up for you to print your document.

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Printing your Award Letter

- If you have problems with the Award Letter generating after clicking on <u>Award Letter</u>, then check your pop-up blocker.

- If the letter generates and you have a problem printing the letter then check your printer. We are unable to resolve printer issues.

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Printing your Award Letter

- If you receive a message stating "Your award letter is not available at this time" and your "Required Documents" checklist is showing complete, then contact your Student Financial Planning Counselor listed at the bottom of the "Financial Aid Home" page.

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Students Receiving Veteran Benefits "Federal Shopping Sheet"

– The "Federal Shopping Sheet" is for veterans or those receiving military benefits. The student receiving military benefits would click on "Federal Shopping Sheet" to obtain the document. The document will take a minute or so to load. The "Federal Shopping Sheet" is available when the student's award letter lists a veteran benefit.

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Student Financial Planning Counselor Contact Information

- If you have questions regarding your financial aid, contact your Student Financial Planning (Financial Aid) Counselor.

    - Day Students = Sharon Moore, smoore@coker.edu, 843-857-4113

    - Adult Degree Program Students = Betty Williams, bwilliams@coker.edu, 843-857-4112

    - Graduate Program Students = Angela White, awhite@coker.edu, 843-857-4114

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Finished reviewing your Financial Aid Information?

- When you have finished reviewing your information through Self Service - SIGN OUT.
  - Sign out of Self Service so your information will not be available for others to view. Protect yourself.

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