1. What is the best or fastest way to submit verification documents from Student Center’s to do list?

   A. The Office of Financial Aid encourages document submission through the secure e-Electronic platform, by mail, and by fax. However, mail is an option that can take a little longer for us to receive.

   *Processing time is subject to change during periods of high volume*

2. I submitted the documents for verification on my Student Center’s to Do list a week ago and my status is still showing initiated. Why?

   A. Please allow a 4 to 6 weeks turnaround time to process documentation during peak season. Documents sent via the mail may take a little longer to receive and process.

3. I submitted my financial aid verification documents already. Why do some of my To Do list items show as return? (Returned documents are incomplete documents)

   A. To avoid documents being returned or a delay in the process due to incompleteness remember to check whether documents reflect the following:

   (a) Verification document(s) must be entirely filled in.
   (b) Signature of correct person(s).
   (c) Per selections made all supporting documentation must be included.

   Ex. Blank sections on verification documents that do not apply to you or your parents(s) can be filled with N/A or $0.00 for sections asking for dollar and/or value.

   Ex. Requested 2019 1040 tax returns should be signed and include all reported schedules (Schedules 1, 2, and 3).

For more information, please visit the Financial Aid office website.
4. I did not work for 2019 and did not file taxes. I made the selection on the verification document. Why is my TAXS or TAXP still showing on my To Do List as a return?

   A. For all Independent student(s) providing a TAXS and parent(s) providing TAXP with no income to report for 2019 should provide an IRS Letter of non-filing for the requested tax year.
   B. If unable to obtain the IRS Letter of non-filing a signed written statement of non-filing is acceptable indicating the unsuccessful attempt made to obtain IRS Letter of Non-filing and that you were not required to file taxes for the requested tax year.

5. I submitted documents for my requested citizenship verification checklist item and received an email stating document is missing a signature, but I signed my verification page. What am I missing?

   A. Remember when providing documentation all documents including attached documents that required a signature must be signed.

   Ex. Copy of Passport clearly visible with signature.
   Ex. Copy of Certificate of Naturalization clearly visible with signature.

6. I submitted my selective service registration verification, but I show on my checklist the items show returned, why?

   A. When submitting documents make sure to completely fill them out and select the section that applies to you. Remember to also sign your verification document as well as your selective service registration card.

7. I turned in my Student Dependent Verification document and received an email stating I was missing an attachment, what am I missing?

   A. Remember to fill out Student Dependent Verification document entirely. If you are supporting someone other than your dependents or spouse who is receiving $0.00 income an attached letter of explanation is needed.

8. I have submitted my Parent Family Size Certification and received an email stating my document is a return due to blank sections, what is still needed?

   A. When filling out the following Parent Family Size Certification remember to fill in all sections completely and sign.

   (a) Person(s) full name, D.O.B, Relationship, List College (if enrolled) or N/A if not.
...More Questions?

For additional information and/or questions you can always view our website: www.fullerton.edu/financialaid
You may also contact us via email at financialaid@fullerton.edu or by phone at (657) 278-3125.

The Office of Financial Aid is here to assist you!