

## AN IMPORTANT MESSAGE FROM THE RBC FINANCIAL AID TEAM

The Financial Aid team appreciates the patience of students and parents as we have tackled updating a very outdated aid system. This system update has been tremendously challenging work, but it was an absolutely essential step in making the RBC student experience better in future semesters.

We apologize for the inconvenience to students and others that has resulted from this system upgrade. It has been difficult to respond to financial aid questions in a timely manner. Reaching out to everyone who has contacted us in the last month has not gone as smoothly as we had expected given the demands. However, we are committed to making the long-term relationship between Financial Aid and our customers an exceptional one. To that end, we hope to alleviate concerns about move-in and starting classes next week by providing the following information.

- No admitted student will be turned away from moving in or starting classes because of unresolved financial aid issues. We are committed to getting everyone moved in this weekend and started with classes on Monday. We will continue to work with parents and students through the end of August and into September as needed to get all financial aid questions resolved.
- The due date to sign up for the payment plan is Aug 12, with the first payment due Aug 20. We have structured the site so that you can adjust the payment plan. [For example, the site shows your balance due as \$2,000 and you know, based on your award letter received earlier in the summer that you have a \$1,500 scholarship that is not yet showing up on your account. You can subtract the \$1,500 from the \$2,000 and set the payment plan up for \$500.] However if you are not ready to do that by Friday Aug 12, you can still sign up for the three -month payment plan in the next two weeks with the first payment due September 20.
- The information is updating daily in the system as we are continuously working to transfer data from the federal systems and update local and state scholarships and awards. There will be a lot of information coming online in the next several days. If you still have questions, please call or email financial aid at 804-862-6260 or [financialaid@rbc.edu](mailto:financialaid@rbc.edu) and leave a detailed message with your name, “R” number, and contact information. It may take up to 48 hours to hear back from us as we are responding to questions in the order received. It is possible that you will receive a call after 5 pm as we work longer hours to take care of everyone.

In the attached document, we have answers to more specific questions about viewing, applying, and accepting awards in your Banner Self Service account.

<Word Doc>

Again, thank you for your patience, and we look forward to getting everyone settled into the new semester!

Your RBC Financial Aid Team

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