

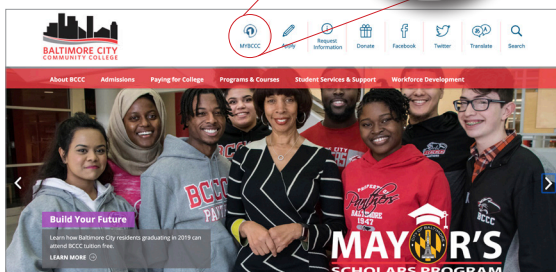
INTRODUCING THE NEW **FINANCIAL AID SYSTEM**

New Automation, Tracking & Functionality

FREQUENTLY ASKED QUESTIONS



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1. Why did **BCCC** replace its **Financial Aid System**?

The Financial Aid Office has been anticipating implementing a new system that would allow them to **automate processes, increase departmental efficiency and functionality**, all while ensuring that the College remains compliant with federal, state, and College requirements.

2. What are some **key benefits** for students?

The new financial aid portal provides students self-service options such as **tracking** their financial aid progress and **electronic signing**.

3. Where do students access the new financial aid portal?

Beginning **April 1st**, students can access the new financial aid portal through their **MYBCCC** account, which gives single sign-on access to Canvas, Panther Portal, and Student Email.

4. How can students get questions answered after the new financial portal launches?

Students should be directed to Student Help Desk at **410-462-7411**. This is the open computer lab located in **LSB Room 260**

5. Where do students go to review their 2018/2019 financial aid?

For the 2018/2019 award year (2019 Spring and Summer semester), students need to use the old financial portal, located within the **Panther Portal**.

6. Where do students go to review or update their accounts for the 2019/2020 award year?

Students should use the new financial aid portal, accessible through **MYBCCC**, to process aid for the upcoming 2019/2020 academic year.