

FAQ's for Using Financial Aid to Purchase in the FRCC Campus Stores

When can I buy with my Financial Aid?

- Students who are financial aid recipients, and will have a credit balance after tuition/fees are paid, are able to purchase books and educational supplies in the Campus Store, before their aid has been paid onto their student account, for a short time at the beginning of each semester. Students must have a credit balance of financial aid after their tuition and fees are paid.
- The time frame varies each term, from 3 to 4 weeks. This includes approximately **1 to 2 weeks before classes start and approximately 2 weeks after classes start**. Watch for announcements on the [Campus Stores main page under Events](#).

What can I buy with my Financial Aid?

- Students are able to purchase **books and educational supplies** in the Campus Store. Per federal regulation, students agree when submitting the Free Application for Federal Student Aid (FAFSA) that they will only use their financial aid for educational purposes.
- The Financial Aid account amounts are based on the student's approved amount by the FRCC Financial Aid Office and vary, but do not exceed a \$1,000 limit.
- Students approved for 3rd Party payments or scholarships may have limited products they can purchase, and will get this information from the approving source of funds.

Where do I buy with my Financial Aid and can I use it online on the Campus Stores website?

- Students can purchase **in any Campus Store or on the [Campus Store website](#)**. We recommend that students go to eWolf, under header "My Classes" select "Buy Books", then select their courses, then select their book choices (new, used, rent, etc.). At checkout under "Payment Type" the student selects "Financial Aid". The student is then prompted to enter their S-number to complete the financial aid purchase. Students can choose to have their order shipped to them, or they can pick it up in store. Those options are available under "Delivery Method", also in the checkout phase of ordering.
- Students should have an associate in the Campus Store verify that their Financial Aid funds are available before they select items for purchase.

What do I need to bring with me to buy with my Financial Aid?

- A picture ID (eWolf card, Driver's License, or government issued ID card), and student FRCC S-number, are required for students to use Financial Aid in the Campus Store.
 - Parents, siblings, significant other, spouse or friends cannot use, purchase, or sign for items on the students Financial Aid account.

Can I return or exchange my purchases with Financial Aid if I drop or change classes?

- Yes, returns and exchanges are accepted within a limited time, with a receipt, so remember to keep your receipt copy. The last day to return Financial Aid purchases is the Census Day for that class for that semester (last day to add or drop the class with a refund).

What other information do I need to know?

- Financial Aid is based on an individual student's eligibility and enrollment status, which can fluctuate up until census. If adjustments are made to their award based upon enrollment or changes in their eligibility, it can affect the amount of Financial Aid available to the student for purchases in the Campus Store. Also, changes can take time to process and the Financial Aid funds might be delayed.
- The Stores cannot charge directly to a student's FRCC account if Financial Aid funds are not available.